

MiScorecard Performance Summary

Department Name: Education/Library of Michigan
Executive/Director: Nancy Robertson
Period: 4-Jan-12

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Financial							
MeL Databases - Return on Investment			\$21.80	\$18		Annual	Amount of ROI for each dollar spent on MeL Databases
Customer/Constituent							
Electronically Archived State Government Publications			25%	14%		Annual	Percent of all electronically published state govt materials archived to date
MeLCat Request Fill Rate			85%	88%		Annual	Percent of MeLCat requests filled
Creation of Digital Content			10,000	6,400		Annual	Number of pages scanned to create electronically accessible information resources
Internal Business Processes							
Outreach presentations		↑	8	11	9	Quarterly	Number of outreach presentations
Learning & Growth							
Professional Development			75%	66%		Annual	Percent of staff participating in professional development opportunities